

What is Maryland Mobile Crisis?

Maryland Mobile Crisis is a group of behavioral health teams across the state. They can respond in-person as needed during a crisis.

Anyone in Maryland can use this service. That includes people who get DDA services.

Learn more at [988MD](#)



What is a Crisis?

A crisis means different things for different people. The person in crisis defines the crisis. It can include:

- Stress
- Emotional or behavioral needs
- Problems with substance use, like drugs or alcohol
- Things that can make it hard to do things at home, work, or in the community

How do I access Mobile Crisis?

Starting on July 1, 2023 anyone in a crisis should call **988** to get mobile crisis services. When someone in Maryland calls **988**, one of the state's eight call centers will answer the call. Which call center gets the call depends on the area code you dial from.

These centers provide support over the phone. They will also give you information about local resources.

You can also text **988**.

Continued on Page 2

► Issue Date: **5/18/2023**

Who can call 988?

Anyone can call **988**.

What happens when I call 988?

- You will hear a welcome message while your call is forwarded to a call center
- A trained specialist will answer the phone, listen to you to understand how what is going on, provide support, and share resources if needed
- If a Maryland crisis center is unable to take the call, you will be forwarded to a backup call center
- **988** can translate calls in English and Spanish and uses a service for over 150 other languages
- For people who are unable to use a standard telephone, please use Maryland Relay at 711. To learn more about Maryland Relay visit: [MD Relay Home \(maryland.gov\)](https://www.maryland.gov/MDRelayHome)

When you call **988**, a trained crisis intervention staff will answer the phone and ask some questions to learn more about the situation. If you ask or if the crisis intervention staff thinks it is important, a Mobile Crisis team will be sent out.

What are Mobile Crisis Services?

Crisis teams are made up of two Mobile Crisis staff. Most of the time this team will respond to the location where you are.

The first goal of Mobile Crisis Services is to support all people involved. This includes making sure you are safe and healthy. They will also provide crisis planning.

If I call 988 will I go to the hospital?

Maybe or maybe not. The need for someone to go to the hospital depends on many things. Health and safety is the most important.

Continued on Page 3

► Issue Date: **5/18/2023**



Mobile Crisis teams are trained to support you in a way that will most reduce harm for people in a crisis and the people around them.

Should I call **988** instead of 911?

Unless an active threat to your life is present, **988** should be your first call. The hope is that with the support of crisis intervention staff, the situation will calm and police involvement will not be needed.

What should I expect after the Mobile Crisis team comes to my home?

This will depend on what the recommendations are at the time of the crisis situation. The Mobile Crisis team will give you ideas for what you should do when they leave and contact information for anyone to call.

DDA's clinical team will also be in contact with the Mobile Crisis team . This helps DDA support people, their families, and teams after a crisis.

If you have any questions once the mobile crisis team leaves you can always reach out to the DDA clinical team at DDA.Behavior-Respite-Request@maryland.gov

► Issue Date: **5/18/2023**